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FOR IMMEDIATE RELEASE

UI customers encouraged to use online and phone services

Federal government shutdown has affected administrative assistance available at local offices

FRANKFORT, Ky. (Oct. 1, 2013) – Unemployment Insurance (UI) customers in the Commonwealth who need to file a claim or request a check are encouraged to use the online and phone services available through the Kentucky Career Center.

During the temporary shutdown of the federal government, UI benefits will continue to be paid. However, state administrative resources have been affected. This means that there is limited support available at local career centers for UI customers.

In order to avoid longer wait times for assistance in local Kentucky Career Centers, UI customers are encouraged to go online at www.kentuckycareercenter.com or call 502-875-0442, Monday – Friday between 7:30 a.m. and 5:30 p.m. Eastern time, to file an initial claim or reopen a claim. To request a biweekly check by telephone, call 877-369-5984.

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